

July 1, 2012

**Division of Behavioral Health**  
**CIMOR User ID Suspension Policy**

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The Division of Behavioral Health (ADA/CPS) has provided CIMOR training to contracted agencies with the expectation that providers then train their own staff, or request additional technical assistance if needed, to adequately prepare employees to perform their CIMOR job functions. Individuals entering data into CIMOR can cause significant problems if they are not trained properly. These problems compromise data integrity and can impact the division's ability to meet federal reporting requirements. In addition, users' data entry errors require inordinate staff time (division, ITSD, and provider) to correct or work around, thereby delaying these staff from performing other necessary duties. **The division, therefore, reserves the right to suspend a CIMOR user's access to the system if that user is found to be making significant and/or excessive data entry errors, or demonstrates a lack of adequate training.** Causes for CIMOR user ID suspensions include, *but are not limited to*, the following:

- it appears, or is reported, that the individual has had insufficient training in the areas they are inputting data;
- the individual enters false data in CIMOR;
- the individual demonstrates a pattern of data entry errors;
- the individual has received numerous technical assistance interventions from division staff;
- the individual has allowed another individual(s) to inappropriately work from his/her user ID in CIMOR by signing on for them or sharing his/her user ID and password.

If a division staff member identifies a CIMOR user for whom suspension may be appropriate, that staff member will discuss the precipitating issues with a panel of division staff. If the panel recommends suspension, the division will contact the provider organization to inform them of the issues **prior** to initiating suspension procedures, provided that contact information has been entered into CIMOR. The division staff member and provider can discuss the problems, as well as, options to remedy these problems. The division staff member will inform the provider if suspension is still the recommended course of action, or the agency has an approved internal plan to address the problems.

Individuals whose CIMOR user ID is suspended can regain access to CIMOR only by submitting documentation supporting their CIMOR training activities following the suspension. The documentation of the training shall include the following components:

- Name of user
- Name of trainer
- Date of training
- Duration of training, with start and stop times
- Curriculum provided or topics covered in the training
- Signature of trainer or immediate supervisor

This documentation should be accompanied by a description of the individual's role, position, or key functions within the organization, as well as, a description of the required CIMOR tasks associated with this person's job

July 1, 2012

duties. This will be submitted to the CIMOR Security Officer at the division. A determination will then be made to the sufficiency of the training and adequacy of the supporting documentation.